

Consumer Sentinel Complaint Statistics and Trends for Illinois

January 1 - December 31, 2001

Total Number of Fraud and Identity Theft Complaints from Illinois Consumers = **7649**



Fraud Complaints from Illinois Consumers = 3865

Top Fraud Complaint Categories for Illinois Consumers

Rank	Top Categories	Complaints	Percentage*
1	Internet Auctions	712	18%
2	Internet Services and Computer Complaints	472	12%
3	Shop-at-Home/Catalog Sales	451	12%
4	Prizes/Sweepstakes and Lotteries	275	7%
5	Advance-Fee Loans and Credit Protection/Repair	270	7%

Top Fraud Complaint Categories Against Illinois Companies

Rank	Top Categories	Complaints	Percentage*
1	Internet Auctions	700	27%
2	Advance-Fee Loans and Credit Protection/Repair	356	14%
3	Shop-at-Home/Catalog Sales	337	13%
4	Internet Services and Computer Complaints	247	10%
5	Magazines and Buyers Clubs	168	7%

Amount Paid Reported by Illinois Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid Reported**
3865	\$5,094,261	2884	75%	\$1,766

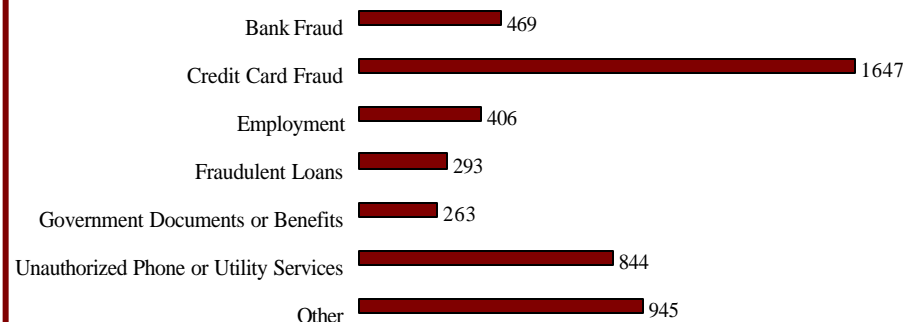
*Percentage is based upon the total number of fraud complaints from Illinois consumers and the total number of fraud complaints against Illinois companies, respectively.

**Average amount paid is based upon the total number of fraud complaints where amount paid was reported by Illinois consumers.



Identity Theft Victims in Illinois = 3784

Complaints by Identity Theft Type¹



¹ Note: Many identity theft victims experience more than one type of identity theft. These figures represent the number of identity theft complaints by type, NOT the number of identity theft victims.

Top Identity Theft Victim Locations

Victim City	No. of Complaints
Chicago	1453
Naperville	61
Evanston	46
Oak Park	46
Aurora	45